

Troubleshooting

Error Messages

The TS-series is equipped with a system of error messages via the internal lighting and the LED "Diag".

Error messages via the operator's light

2 x blinking

Limit switch error - either one of the limit switches is damaged or the relays on electronic board are damaged.

5 x blinking

Neither the OPENING limit switch nor the CLOSING limit switch were reached. The operator is switched off. Check the limit switch settings and start a new learning cycle.

8 x blinking

The microprocessor has lost data - try to run the learning cycle. When this does not work, the electronics need to be exchanged.

9 x blinking

Error on the electronic board - the electronics need to be exchanged.

10 x blinking

Damaged relays - the electronics need to be exchanged

11 x blinking

Error on a module for special functions - change the module. If the error still occurs the main electronics must be exchanged.

Additional messages only via the LED "Diag"

3 x blinking

Photo cell - either an obstacle was recognised by the photo cell or the photo cell is damaged. Please also check the photo cells wiring.

4 x blinking (only with special function module "AZ" running in French mode)

Photo cell for opening direction - either an obstacle was recognized by the photo cell or the photo cell is damaged. Please also check the photo cells wiring.

6 x blinking

Photo Cell - either an obstacle is within the photo cell's range or the photo cell does not work properly.

7 x blinking

Security Beam or Hatch Door Switch - either an obstacle is inbetween the devices or the device does not work properly

If... then...

The operator does not react on the transmitter or on the push-button switch

Power failure? Disconnect and connect the operator. Is the door stuck because of snow and ice? Check the lines and the connections of the push-button switch. Is there water in the push-button switch or in the key operated switch? Disconnect alle external components and try running the operator via the TEST/RUN button.

The operator reacts on the transmitter but not on the push-button switch

Check the line of the push-button switch. Does the push-button switch work, when the remote receiver is disconnected? If so, the remote transmitter or receiver might be defective.

The operator reacts on the push-button switch but not on the transmitter

Check the accordance of the transmitter and the receiver code. Displace the antenna of the receiver. Avoid each metal contact (reduces the range). Check the battery of the transmitter

The operator reacts on the push-button switch but not on the transmitter

Change the code of your remote control (of transmitter and receiver). Disconnect the receiver or remove the transmitter battery. Use your push-button switch only. If this solves the problem, your sender may be defective. Disconnect the push-button switch and use your transmitter only. If this solves the problem, the push-button switch or the line of the push-button switch may be defective.

The door doesn't open completely

Is the limit switch „OPEN” correctly set? Is the door jamming while opening? Unlock the carriage manually (make the door running well). Lubrifi cate and oil the pivotal points of the door. Increase the power.

The door doesn't close completely and opens again

Is the limit switch „CLOSE” set correctly? Is the door jamming while closing? Unlock the carriage manually (make the door running well). Lubricate and oil the pivotal points of the door. Run through the automatic learning cycle.

The emergency release doesn't work

Is the limit switch „CLOSE” correctly set? If not, your opener switches off under pressure. In this case the chain is under tension and therefore the emergency release can hardly be unlocked. Make sure that the limit switch is correctly set.

The light doesn't work

Replace the bulb (230 V, max. 40 Watt)

The operator isn't running smooth

Unlock the carriage of the opener. Move the door manually and make sure that the door is well balanced (must come to a stop at each position). The spring tension is too high or there is even a spring fracture.

The motor is buzzing but the door doesn't move

The door is jamming.

The operator works, but the door doesn't move

The carriage is unlocked. If you want to lock it, open the door, but not completely, and let the opener run. The carriage locks in automatically.

The operator doesn't work because of a power failure

Unlock the carriage with the help of the emergency release and open the door manually. (If you have a garage where you can only enter from outside: Unlock the door with the key and turn the door-handle, then your opener will be unlocked. If you have a garage where you can also enter from inside: pull at the Bowden cable hanging from the carriage.)